

Unannounced Care Inspection Report 14 July 2016



Rose Lodge Community Care

Domiciliary Care Agency
185 Belsize Road, Lisburn, BT27 4LA
Tel No: 02892604464
Inspector: Jim McBride

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An unannounced inspection of Rose Lodge Community Care took place on 14 July 2016 from 10:00 to 11:30. The inspection was undertaken in response to some concerning information received by RQIA on the 8 July 2016. The information received by RQIA highlighted concerns relating to the agency's recruitment practices.

This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007, the Domiciliary Care Agencies Minimum Standards, 2011 and previous inspection outcomes and any information we have received about the service since the previous inspection.

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	3	0

Details of the Quality Improvement Plan (QIP) within this report were discussed with Ms Dorothea Kidd, the registered manager/provider, as part of the inspection process. The timescales for completion commence from the date of inspection.

Enforcement action resulted from the findings of this inspection.

1.2 Actions/enforcement taken following the most recent care inspection.

2.0 Service details

Registered organisation / registered provider: Rose Lodge Care Homes Limited / Ms. Dorothea Kidd	Registered manager: Ms. Dorothea Kidd
Person in charge of the agency at the time of inspection: Ms Dorothea Kidd	Date manager registered: 28/05/2009

3.0 Methods/processes

Prior to inspection RQIA analysed the following records:
Intelligence information received.
Previous inspections reports for the agency.

During the inspection the inspector met with the registered manager, community manager and the administration officer.

The following records were examined during the inspection:

- Eight Staff recruitment records
- Alphabetical list of staff

4.0 The inspection

Rose Lodge Community Care Services is a Domiciliary Care Agency, based at 185 Belsize Road, Lisburn. Under the direction of the registered person/manager Ms Dorothea Kidd, staff provide a variety of services to people living in their own homes, with their aim to encourage service users independence and choice.

The inspection was undertaken in response to some concerning information received by RQIA on the 8 July 2016. The information received by RQIA highlighted concerns relating to the agency's recruitment practices.

During the unannounced inspection completed on 14 July 2016 the inspector requested information relating to recruitment records for staff that had been recruited since 1 May 2016. The inspector was shown records for seven staff members recruited since that date. The inspector also requested an alphabetical list of all staff currently employed.

It was noted by the inspector that the alphabetical list of staff provided did not contain the names of all of the staff supplied to work with service users; the inspector was advised by the care coordinator that this was an oversight. The recruitment record for one member of staff who had not been included on the list of staff but, had been supplied to work in service users home's was requested by the inspector and the record was examined.

The recruitment records contained a referee report from a previous employer which indicated significant concerns about the individual's fitness, integrity and character. In particular, the referee report highlighted allegations of abuse of a vulnerable service user and the dismissal of the individual by their former employer.

It was concerning to note that despite this information being requested and received, it did not appear to have been either evaluated or followed up. It was also concerning to note that the worker had been supplied to work as a domiciliary care worker since 18 June 2016, prior to this reference being received.

In accordance with RQIA's Enforcement Policy and Procedures, a meeting was convened on 2 August 2016, at the offices of RQIA, to discuss with the responsible person RQIA's intention to serve a failure to comply notice in respect of Regulation 14 (a) and (b) of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

At this meeting, agency representatives provided a full account of the actions they have taken to ensure the improvements necessary to achieve full compliance with the required regulations. RQIA have considered the matter and wish to confirm that we have decided not to serve a failure to comply notice in regard to the above regulation.

Areas for improvement

The registered person shall ensure that no domiciliary care worker is supplied by the agency unless they have in place, the required documentation that has been assessed as suitable for the work they have been engaged to perform.

Number of requirements	3	Number of recommendations:	0
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5.0 Quality improvement plan

Any issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mrs Dorothea Kidd the registered manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all requirements and recommendations contained within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of the domiciliary care agency. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises, RQIA would apply standards current at the time of that application.

5.1 Statutory requirements

This section outlines the actions which must be taken so that the registered provider meets legislative requirements based on the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

5.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and the Domiciliary Care Agencies Minimum Standards, 2011. They promote current good practice and if adopted by the registered provider may enhance service, quality and delivery.

5.3 Actions taken by the Registered Provider

The QIP should be completed and detail the actions taken to meet the legislative requirements stated. The registered provider should confirm that these actions have been completed and return completed QIP to agencies.team@rqia.org.uk by the inspector.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the registered provider from their responsibility for maintaining compliance with the regulations and standards. It is expected that the requirements and recommendations outlined in this report will provide the registered provider with the necessary information to assist them to fulfil their responsibilities and enhance practice within the service.

Quality Improvement Plan

Statutory requirements

<p>Requirement 1</p> <p>Ref: Regulation 13 (a) (d)</p> <p>Stated: First time</p> <p>To be completed by: 1 September 2016</p>	<p>The registered person shall ensure that no domiciliary care worker is supplied by the agency unless—</p> <p>(a) he is of integrity and good character;</p> <p>(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 3.</p>
	<p>Response by registered provider detailing the actions taken:</p> <p>Having received 2 satisfactory references (including a care worker reference) and a clear police check on 10 June 2016 Rose Lodge believed the employee to be of integrity and good character. We acknowledge an incident arose due to human error by an inexperienced staff member, requirement 2 refers. Rose Lodge has suspended the delegation of tasks relating to receiving references by admin staff and this is now the remit of the Community Manager.</p>
<p>Requirement 2</p> <p>Ref: Regulation 14 (a) (b)</p> <p>Stated: First time</p> <p>To be completed by: 1 September 2016</p>	<p>Where the agency is acting otherwise than as an employment agency, the registered person shall make suitable arrangements to ensure that the agency is conducted, and the prescribed services arranged by the agency, are provided—</p> <p>(a) so as to ensure the safety and well-being of service users;</p> <p>(b) so as to safeguard service users against abuse or neglect;</p>
	<p>Response by registered provider detailing the actions taken:</p> <p>Rose Lodge apologised for the error made when a new member of staff filed a reference without referring it for evaluation as per company policy. The inductee confirmed this when interviewed by the RQIA Inspector and has subsequently terminated her employment without notice. Rose Lodge has queried but to date has received no confirmation why the alleged abuse in April 2016 did not appear on the applicants police check of 10 June 2016.</p>
<p>Requirement 3</p> <p>Ref: Regulation 21 (c) Schedule 4</p> <p>Stated: First time</p> <p>To be completed by: 1 September 2016</p>	<p>The registered person shall ensure that the records specified in Schedule 4 are maintained, and that they are—</p> <p>(c) at all times available for inspection at the agency premises by any person authorized by the Regulation and Improvement Authority.</p>
	<p>Response by registered provider detailing the actions taken:</p> <p>Rose Lodge apologised that the list of staff names was not up to date. The Community Manager had prioritised other tasks including the training of new office staff following the departure of two full time office staff on maternity leave and a third member of office staff to get married.</p>



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